

**CLASS SPECIFICATION**  
**County of Fairfax, Virginia**

**CLASS CODE:** 1505

**TITLE:** DIRECTOR, CONSUMER PROTECTION DIVISION

**GRADE:** S-32

**DEFINITION:**

Under administrative supervision of the Director of Cable Communications and Consumer Protection, plans, organizes, directs and manages the work of the Consumer Protection Division; assists the Director in managing various fiscal and administrative activities of the Department; and performs related work as required.

**DISTINGUISHING CHARACTERISTICS OF THE CLASS:**

Not applicable.

**ILLUSTRATIVE DUTIES:**

Oversees and coordinates activities of four division branches with program areas which include: consumer protection investigations; regulatory oversight of telecommunications, electric, gas and public transportation for hire companies; occupational business licensing; and the monitoring of consumer complaint trends/statistics and the initiation of studies and agency activities to remedy the source of such problems;

Enforces and interprets Federal and Virginia Codes applicable to all aspects of consumer protection;

Develops and recommends policy, legislation, and ordinance revisions as they pertain to consumer protection law and regulatory oversight;

Coordinates and manages the Board of Supervisors-appointed consumer protection commission, towing industry board, and tenant/landlord commission for Fairfax County;

Coordinates and oversees the County's Homeowner Association liaison program;

Oversees industry and consumer education outreach program;

Plans, organizes and directs a utility regulations program which obtains citizens high quality services at the lowest rates and charges and prepares utility rate and service case testimony for presentation before the Virginia State Corporation Commission and federal regulatory agencies;

Supervises Utilities Analysts in areas of analysis, including cost of capital, rate of return, rate structure, marginal cost pricing, rate bases and expenses;

Coordinates County utility contract negotiations for all County facilities to include general county, parks, schools and water authority;

Oversees the preparation of the departmental budget and all quarterly reviews;

Assists the Director in controlling departmental expenditures and monitoring compliance with County fiscal, purchasing, and budgetary practices;

Manages Department-wide automation development including database management and statistical records and database;

Supervises the preparation of consumer materials, including pamphlets, brochures, and newsletter articles;

Oversees the preparation of special reports and Board of Supervisors' items on a broad range of consumer topics;

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Page 2

Writes press releases, participates in media interviews and arranges for speaking engagements with regard to Consumer Protection Division issues;

Develops and oversees consulting contracts for highly specialized issues;

Recruits, interviews, recommends hiring, and reviews and evaluates the performance of professional staff in the Consumer Protection Division;

Manages the Department's centralized clerical pool.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of the principles, methods and problems of organization and management;

Considerable knowledge of financial and economic analysis techniques;

Extensive knowledge of consumer protection and applicable regulatory laws

Extensive knowledge of public utility organizational and financial structure;

Knowledge of rules, regulations and laws governing utility operation;

Ability to write clear, concise reports;

Ability to supervise and coordinate the work of subordinate personnel;

Ability to speak clearly and effectively to groups or when presenting testimony;

Ability to maintain effective relationships with the public, special interest groups and other government agencies.

**EMPLOYMENT STANDARDS:**

Any combination of education, experience, and training equivalent to the following:

Graduation from an accredited college or university with a degree in Public Administration,

Business Administration, Economics or a related field; PLUS

Five years of progressively responsible experience related to consumer protection law and the operation of public utilities and the services rendered by them, of which two must have been in a supervisory capacity.

**CERTIFICATES AND LICENSES REQUIRED:**

None.

REVISED: July 19, 2002

ESTABLISHED: June 12, 1989